



THE CAHPS CLINICIAN & GROUP SURVEY DATABASE

Definition of Composites, Ratings, and Individual Items

AHRQ Contract No.: HHSP233201500026I/HHSP23337004T

September 2018



OMB Control No.: 0935-0197 Expiration 02/28/2019

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Definition of Composites, Ratings, and Individual Items

The following tables present the question wording and response options for the composites, ratings, and individual items included in the Adult and Child versions of the CAHPS Clinician & Group Survey.

Adult 2.0 Survey Versions

Table 1. Adult 12/6-Month Survey 2.0

Getting Timely Appointments, Care, and Information (Access)		
Q6	In the last 12/6 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 12/6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q12	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q13	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients (Provider Communication)		
Q14	In the last 12/6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15	In the last 12/6 months, how often did this provider listen carefully to you?	
Q17	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q18	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q19	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q20	In the last 12/6 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q24	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q25	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	

Table 1. Adult 12/6-Month Survey 2.0 (cont.)

Follow-up on Test Results		
Q22	In the last 12/6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Rating of Provider		
Q23	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

Table 2. Adult 12/6-Month Survey 2.0 with PCMH Items

Getting Timely Appointments, Care, and Information (Access)		
Q6	In the last 12/6 months, when you phoned this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q9	In the last 12/6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q14	In the last 12/6 months, when you phoned this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
Q16	In the last 12/6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?	
Q18	Wait time includes time spent in the waiting room and exam room. In the last 12/6 months, how often did you see this provider within 15 minutes of your appointment time?	
How Well Providers Communicate With Patients (Provider Communication)		
Q19	In the last 12/6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q20	In the last 12/6 months, how often did this provider listen carefully to you?	
Q22	In the last 12/6 months, how often did this provider give you easy to understand information about these health questions or concerns?	
Q23	In the last 12/6 months, how often did this provider seem to know the important information about your medical history?	
Q24	In the last 12/6 months, how often did this provider show respect for what you had to say?	
Q25	In the last 12/6 months, how often did this provider spend enough time with you?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q42	In the last 12/6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q43	In the last 12/6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Follow-up on Test Results		
Q27	In the last 12/6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office to give you those results?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Rating of Provider		
Q32	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

Table 2. Adult 12/6-Month Survey 2.0 with PCMH Items (cont.)

Providers Pay Attention to Your Mental or Emotional Health (PCMH)		
Q39	In the last 12/6 months, did anyone in this provider's office ask you if there was a period of time when you felt sad, empty, or depressed?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q40	In the last 12/6 months, did you and anyone in this provider's office talk about things in your life that worry you or cause you stress?	
Q41	In the last 12/6 months, did you and anyone in this provider's office talk about a personal problem, family problem, alcohol use, drug use, or a mental or emotional illness?	
Providers Support You in Taking Care of Your Own Health (PCMH)		
Q35	In the last 12/6 months, did anyone in this provider's office talk with you about specific goals for your health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q36	In the last 12/6 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?	
Providers Discuss Medication Decisions (PCMH)		
Q29	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might want to take a medicine?	Response Options <ul style="list-style-type: none"> ● Not at all ● A little ● Some ● A lot
Q30	When you talked about starting or stopping a prescription medicine, how much did this provider talk about the reasons you might not want to take a medicine?	
Q31	When you talked about starting or stopping a prescription medicine, did this provider ask you what you thought was best for you?	Response Options <ul style="list-style-type: none"> ● Yes ● No

Table 2. Adult 12/6-Month Survey 2.0 with PCMH Items (cont.)

Other Individual PCMH Items		
Access to Care		
Q7	In the last 12/6 months, how many days did you usually have to wait for an appointment when you needed care right away?	Response Options <ul style="list-style-type: none"> ● Same day ● 1 day ● 2 to 3 days ● 4 to 7 days ● More than 7 days
Q12	In the last 12/6 months, how often were you able to get the care you needed from this provider's office during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Attention to Care From Other Providers		
Q34	In the last 12/6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q38	In the last 12/6 months, did you and anyone in this provider's office talk at each visit about all the prescription medicines you were taking?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Information About Care and Appointments		
Q10	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q17	Some offices remind patients between visits about tests, treatment or appointments. In the last 12/6 months, did you get any reminders from this provider's office between visits?	

3.0 Survey Versions

Table 3. Adult Survey 3.0

Getting Timely Appointments, Care, and Information (Access)		
Q6	In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q10	In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
How Well Providers Communicate With Patients (Provider Communication)		
Q11	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q12	In the last 6 months, how often did this provider listen carefully to you?	
Q14	In the last 6 months, how often did this provider show respect for what you had to say?	
Q15	In the last 6 months, how often did this provider spend enough time with you?	
Providers' Use of Information to Coordinate Patient Care (Care Coordination)		
Q13	In the last 6 months, how often did this provider seem to know the important information about your medical history?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q17	In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	
Q20	In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q21	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q22	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Rating of Provider		
Q18	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

Table 4. Adult Survey 3.0 with PCMH Items

Getting Timely Appointments, Care, and Information (Access)		
Q6	In the last 6 months, when you contacted this provider's office to get an appointment for care you needed right away, how often did you get an appointment as soon as you needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q8	In the last 6 months, when you made an appointment for a check-up or routine care with this provider, how often did you get an appointment as soon as you needed?	
Q11	In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
How Well Providers Communicate With Patients (Provider Communication)		
Q12	In the last 6 months, how often did this provider explain things in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q13	In the last 6 months, how often did this provider listen carefully to you?	
Q15	In the last 6 months, how often did this provider show respect for what you had to say?	
Q16	In the last 6 months, how often did this provider spend enough time with you?	
Providers' Use of Information to Coordinate Patient Care (Care Coordination)		
Q14	In the last 6 months, how often did this provider seem to know the important information about your medical history?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q18	In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results?	
Q26	In the last 6 months, how often did you and someone from this provider's office talk about all the prescription medicines you were taking?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q27	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q28	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Rating of Provider		
Q19	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10
Talking with You About Taking Care of Your Own Health (PCMH)		
Q22 PCMH4	In the last 6 months, did anyone in this provider's office talk with you about specific goals for your health?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q23 PCMH5	In the last 6 months, did anyone in this provider's office ask you if there are things that make it hard for you to take care of your health?	

Table 4. Adult Survey 3.0 with PCMH Items (cont.)

Other Individual PCMH Items		
Access to Care		
PCMH1	Did this provider's office give you information about what to do if you needed care during evenings, weekends, or holidays?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Coordination of Care		
PCMH2	Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you see a specialist for a particular health problem?	Response Options <ul style="list-style-type: none"> ● Yes ● No
PCMH3	In the last 6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care you got from specialists?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Comprehensiveness		
PCMH6	In the last 6 months, did you and someone from this provider's office talk about things in your life that worry you or cause you stress?	Response Options <ul style="list-style-type: none"> ● Yes ● No

Table 5. Child Survey 3.0

Getting Timely Appointments, Care, and Information (Access)		
Q13	In the last 6 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15	In the last 6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q17	In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
How Well Providers Communicate With Patients (Provider Communication)		
Q18	In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q19	In the last 6 months, how often did this provider listen carefully to you?	
Q21	In the last 6 months, how often did this provider show respect for what you had to say?	
Q22	In the last 6 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q26	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q27	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Providers' Use of Information to Coordinate Patient Care (Care Coordination)		
Q20	In the last 6 months, how often did this provider seem to know the important information about your child's medical history?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q24	In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	
Rating of Provider		
Q25	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10

Table 6. Child Survey 3.0 with PCMH Items

Getting Timely Appointments, Care, and Information (Access)		
Q13	In the last 6 months, when you contacted this provider's office to get an appointment for care your child needed right away, how often did you get an appointment as soon as your child needed?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q15	In the last 6 months, when you made an appointment for a check-up or routine care for your child with this provider, how often did you get an appointment as soon as your child needed?	
Q18	In the last 6 months, when you contacted this provider's office during regular office hours, how often did you get an answer to your medical question that same day?	
How Well Providers Communicate With Patients (Provider Communication)		
Q19	In the last 6 months, how often did this provider explain things about your child's health in a way that was easy to understand?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q20	In the last 6 months, how often did this provider listen carefully to you?	
Q22	In the last 6 months, how often did this provider show respect for what you had to say?	
Q23	In the last 6 months, how often did this provider spend enough time with your child?	
Helpful, Courteous, and Respectful Office Staff (Office Staff)		
Q36	In the last 6 months, how often were clerks and receptionists at this provider's office as helpful as you thought they should be?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q37	In the last 6 months, how often did clerks and receptionists at this provider's office treat you with courtesy and respect?	
Providers' Use of Information to Coordinate Patient Care (Care Coordination)		
Q21	In the last 6 months, how often did this provider seem to know the important information about your child's medical history?	Response Options <ul style="list-style-type: none"> ● Never ● Sometimes ● Usually ● Always
Q25	In the last 6 months, when this provider ordered a blood test, x-ray, or other test for your child, how often did someone from this provider's office follow up to give you those results?	
Rating of Provider		
Q26	Using any number from 0 to 10, where 0 is the worst provider possible and 10 is the best provider possible, what number would you use to rate this provider?	Response Options <ul style="list-style-type: none"> ● 0-10
Provider's Attention to Your Child's Growth and Development (PCMH)		
Q29 PCMH4	In the last 6 months, did you and anyone in this provider's office talk about the kinds of behaviors that are normal for your child at this age?	Response Options <ul style="list-style-type: none"> ● Yes ● No
Q30 PCMH5	In the last 6 months, did you and anyone in this provider's office talk about how your child's body is growing?	
Q31 PCMH6	In the last 6 months, did you and anyone in this provider's office talk about your child's moods and emotions?	
Q35 PCMH10	In the last 6 months, did you and anyone in this provider's office talk about how your child gets along with others?	

Table 6. Child Survey 3.0 with PCMH Items (cont.)

Provider's Advice on Keeping Your Child Safe and Healthy (PCMH)		
Q32 PCMH7	In the last 12/6 months, did you and anyone in this provider's office talk about things you can do to keep your child from getting injured?	Response Options ● Yes ● No
Q33 PCMH8	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of food your child eats?	
Q34 PCMH9	In the last 12/6 months, did you and anyone in this provider's office talk about how much or what kind of exercise your child gets?	
Other Individual PCMH Items		
Access to Care		
PCMH1	Did this provider's office give you information about what to do if your child needed care during evenings, weekends, or holidays?	Response Options ● Yes ● No
Care Coordination		
PCMH2	Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did your child see a specialist for a particular health problem?	Response Options ● Yes ● No
PCMH3	In the last 6 months, how often did the provider named in Question 1 seem informed and up-to-date about the care your child got from specialists?	Response Options ● Never ● Sometimes ● Usually ● Always